

# EXHIBIT 36

**Email attachment excerpted and formatted for legibility**

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**Sent:** 3/2/2020 9:11:47 PM  
**To:** Ensminger, Sandy [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=05e9c9c023b449b794de995f6362b10d-Ensminger,]; Day, Chris [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=aa9a0d2c87114c0898a128020a311291-Day, Chris]; Wehrmann, August [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=73ef7e48062645d5be3af7b9068c1f15-Wehrmann, A]; Kemmerer, Joel [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=7001182857294219b50223772a1dd507-Kemmerer, J]; Owens, David [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=a4c0c534892740c8b2af623237debff0-Owens, Davi]  
**CC:** Johnson, Rani [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=0ee57945f15e47b3abaa99a59170ad3f-Johnson, Ra]  
**Subject:** SOX: Control Deficiencies FY19  
**Attachments:** FY2019 Deficiencies and Recommendations - Final.xlsx

Hi –

I wanted to send you an email to let you know that we have control deficiencies from our FY19 SOX Audit that will need to be remediated by your teams. I have set up meetings with the control owners over the next couple of weeks. The goal of these meetings will be to determine what remediation steps will be taken and how quickly they can be put in place. I believe that most of the remediation efforts will be around re-training the teams on the process that should be followed for financially impacting changes. I don't believe that there will need to be any work around these unless the teams decide the old process will not work and need to be changed.

Attached is a summary of all the control deficiencies for both business and IT controls. There were 20 controls that were not remediated by yearend. I would like to have all of these remediated in Q1 or early Q2. If you filter on column K, the focus will be on those that have not been remediated yet. Majority of the teams are already aware of these since they were heavily involved in the discussions with Internal Audit and PwC. Just in case they did not make it to you, I wanted to present them to you. (the IT controls are on the last tab)

Area of Testing	# of Controls Tested	Total Control Deficiencies	Remediated	Not Remediated
Business Controls	300	28	18	10
IT General Controls	100	27	17	10
<b>Total</b>	<b>400</b>	<b>55</b>	<b>35</b>	<b>20</b>

- ✓ Great appreciation for discipline
- ✓ Buy-in from Management and Executives
- ✓ Successfully utilized AuditBoard for internal and external audit

- Room for process improvement
- Re-training on areas of focus / high risk
- Lack of useful technology to automate
- Work in synergy with process owners

We have the Security & Compliance Quarterly Risk Review (QRR) meeting tomorrow with Jason Bliss and Bart Kalsu. We have a couple slides dedicated to the SOX findings. I did not want it to be a surprise to you that these are included in that discussion.

Please let me know if you have any questions or if you would like for me to have a separate call with you to review. I have already included you on the meeting invites with your teams to review these as well.

Overall, for our first year as a public company, I believe the teams did a good job. However, we do have areas for improvement around these controls.

Thanks,

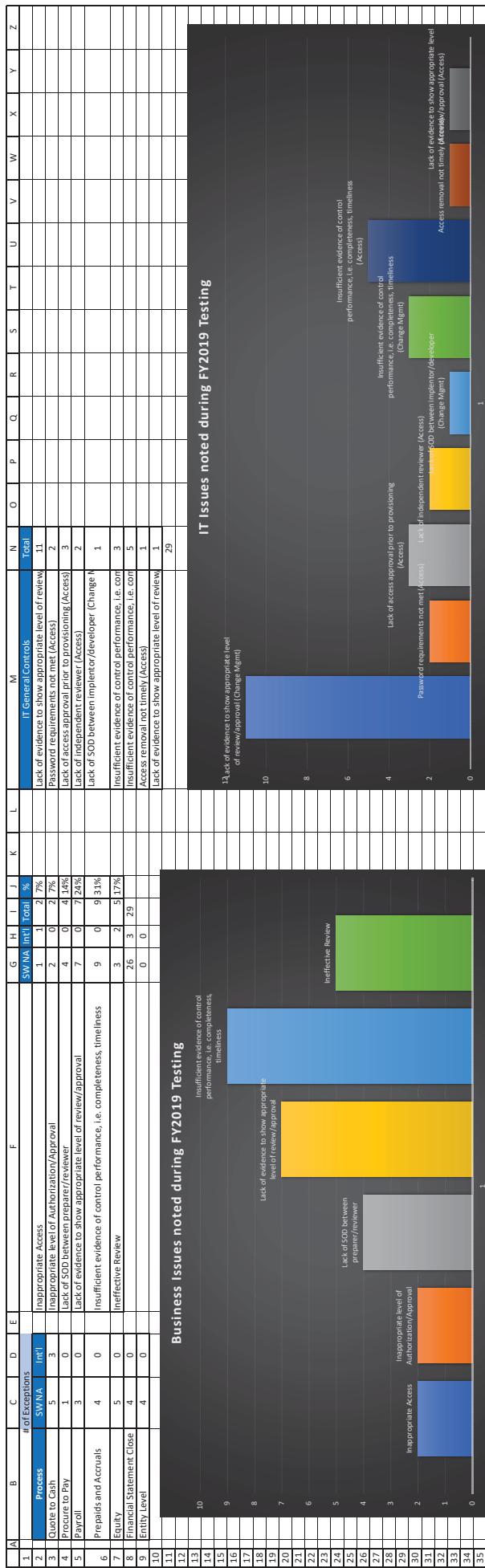


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**DOCUMENT PRODUCED IN NATIVE FORMAT**

## Summary





	A	B	C	D	E	F	G	H	I	J	K	M
27	RMM	Access Review	2.5	User access privileges are reviewed on a quarterly basis to confirm that user maintain appropriate access. These validation procedures are performed for financially significant applications, systems (including Active Directory users) and databases.	Inadequate evidence of control performance. A complete review is required.	Bath the Q2 and Q3 reviews were not completed, as users were missed in the report generation due to a manual review report generation process. Additionally, management follow-up items in this review were not completed until 4/26/2018 (request #11725). Therefore, follow-up work is not accounted for in this reporting review.	Despite the deficiencies noted in the RMM access review for Q2 & Q3, there are mitigating controls that would theoretically work to address a minor, but timely, review. The quarterly review acts as a catch-all related to controls 2.2 & 2.4. However, if those controls are performed correctly (e.g. access provisioning, access termination, and transfer access removal), the limits of potential for widespread issues as result from the revised review of specific databases.	CD	N			
9	Data Protection	Access	Mid	Control #5.6.1 documented that access controls have been implemented for data protection.	Inadequate evidence of control performance.	Documentation of access controls has been completed, but the evidence of control performance is missing.	Y	Although the documentation of access controls has been completed, the evidence of control performance is missing.	CD	N		